

Freedomtech Provides Global Engineering Resources to a Leading Online Retailer



A leading online retailer, specialising in e-commerce solutions, was seeking to streamline its international operations.

The company's infrastructure was highly distributed, with critical hardware deployed across more than 10 data centres in Asia, North America, and Europe. Managing these diverse environments posed significant challenges:

- Operational complexity, with multiple regional providers offering inconsistent service levels.
- High management overheads, due to reliance on numerous local "remote hands" partners.
- A clear need to reduce costs by at least 20%, while improving efficiency.
- The strategic goal of consolidating global support under a single, trusted provider.

The retailer required an experienced partner with the technical expertise and worldwide presence to deliver reliable, high-quality support across all sites.

SOLUTION

Freedomtech was engaged to design and implement a comprehensive global Smart Hands and Remote Hands service model that would unify infrastructure management and support.

Key elements of the solution included

- **Single Global Partner:** Freedomtech replaced 20 separate local support providers with one unified, global partner, ensuring consistency across all sites.
- **Smart Hands Services:** Delivered expert assistance for hardware installation, configuration, troubleshooting, and maintenance across multiple international data centres.
- **Remote Hands Support:** Provided on-demand technical intervention, including hardware adjustments, replacements, and connectivity management, available 24/7.
- **Network Infrastructure Management:** Leveraged advanced expertise to streamline the management of networking hardware, ensuring improved uptime and reliability.
- **Standardised Processes:** Implemented uniform service delivery practices globally, reducing complexity and ensuring predictable, high-quality results at every location.

Freedomtech's approach allowed the retailer to simplify infrastructure management, reduce reliance on fragmented local providers, and achieve measurable cost savings.

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RESULTS

The partnership delivered strong business outcomes:

- 22% cost reduction, exceeding the original target of 20%.
- 30% increase in operational efficiency and productivity, driven by simplified management and standardised services.
- Global partner consolidation: Reduced 20 regional providers down to a single trusted partner Freedomtech.
- Improved service quality and availability, ensuring consistent support across all international sites.
- Stronger operational resilience, enabling the retailer to focus on growth and customer experience rather than infrastructure challenges.
- By consolidating global engineering and support services with Freedomtech, the online retailer achieved lower costs, higher efficiency, and consistent service delivery worldwide — strengthening its ability to connect brands with consumers on a global scale.